

SCAHILL
U.S. National Phase of PCT/GB2003/003189

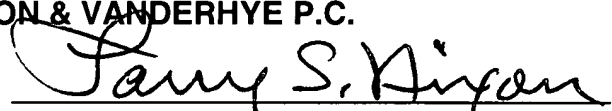
REMARKS

The above amendments are made to insert a cross reference to the PCT application upon which the instant U.S. national phase is based, to add an Abstract of the Disclosure and to eliminate multiple dependencies in the claims.

Respectfully submitted,

NIXON & VANDERHYE P.C.

By:

A handwritten signature in black ink, appearing to read "Larry S. Nixon", is written over a horizontal line.

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ABSTRACT OF THE DISCLOSURE

The invention provides for a voice platform to monitor a conversation between a call centre agent and a caller to identify any predetermined keywords or phrases used in the conversation therebetween. These keywords or phrases can then be used to interface into an existing knowledge management system in order to allow information from the system to be pushed to the agent, thus improving agent efficiency. In a preferred embodiment additional processing is provided which generates an information item score based in the detected keywords or phrases, and those information items with the highest scores are then pushed to the agent, by displaying shortcuts to the information to the agent in the form of a shortcut tree.